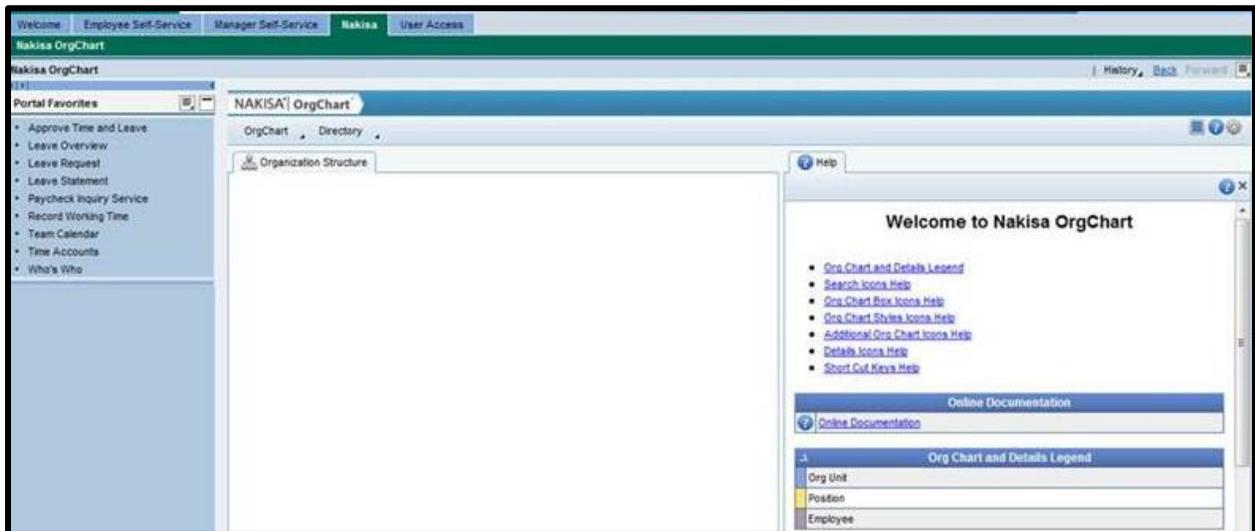


Nakisa Org Chart Troubleshooting Tips

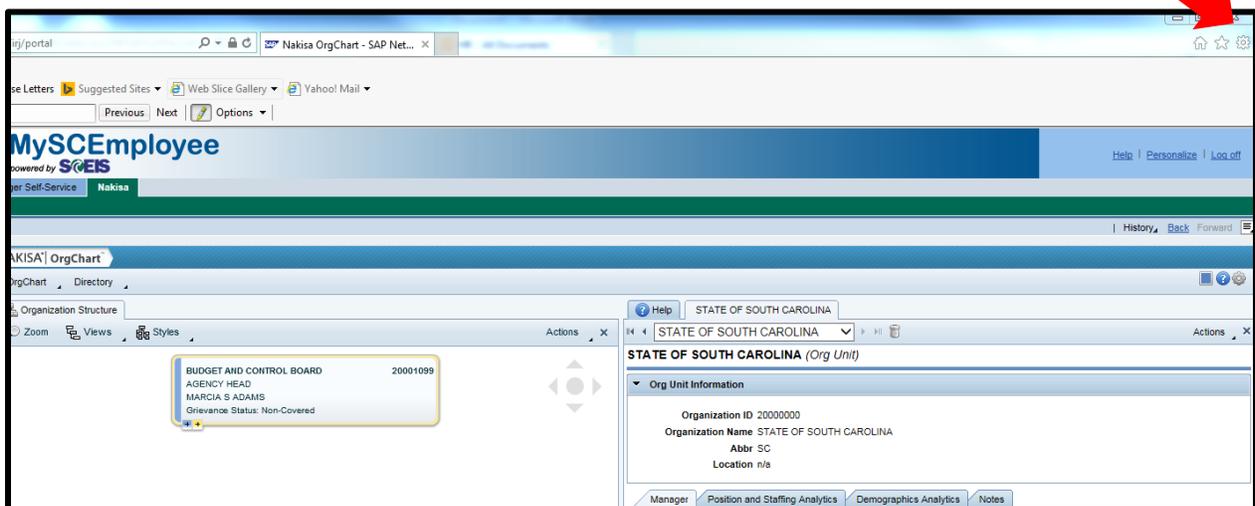
The Organizational Structure is Not Visible

The Organizational Structure Pane is blank in the screenshot below:

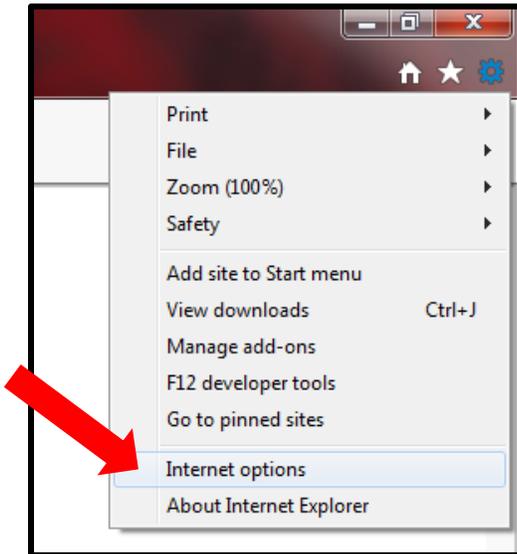


Solution: Reset your Internet Browser's Temporary file settings.

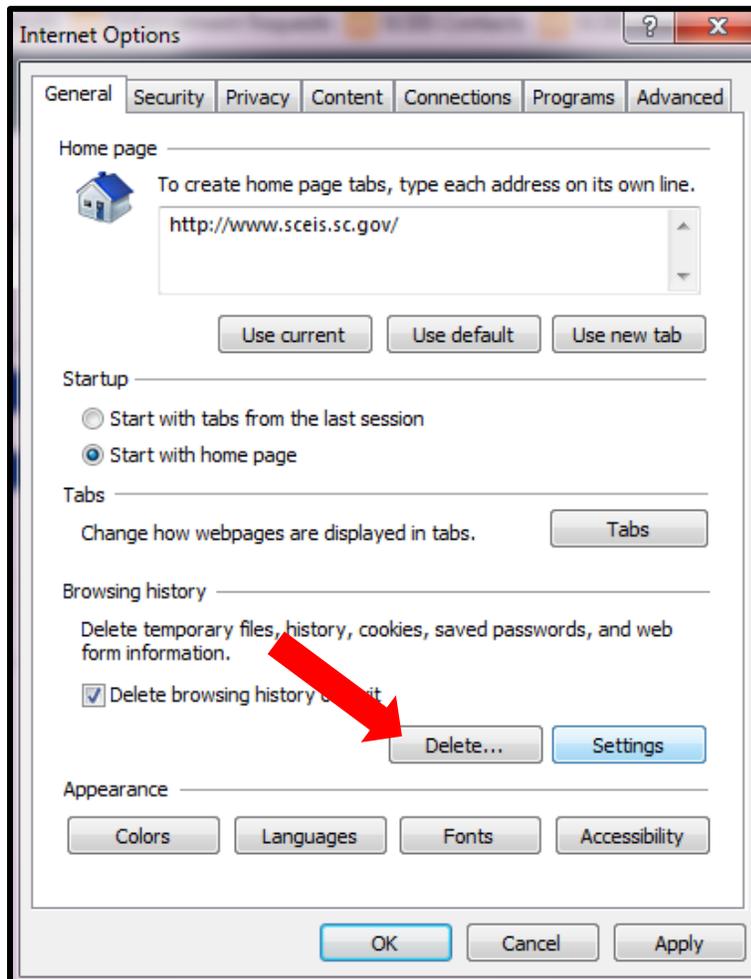
1. In Internet Explorer, click the **Tools** icon  in the top right corner of the internet window.



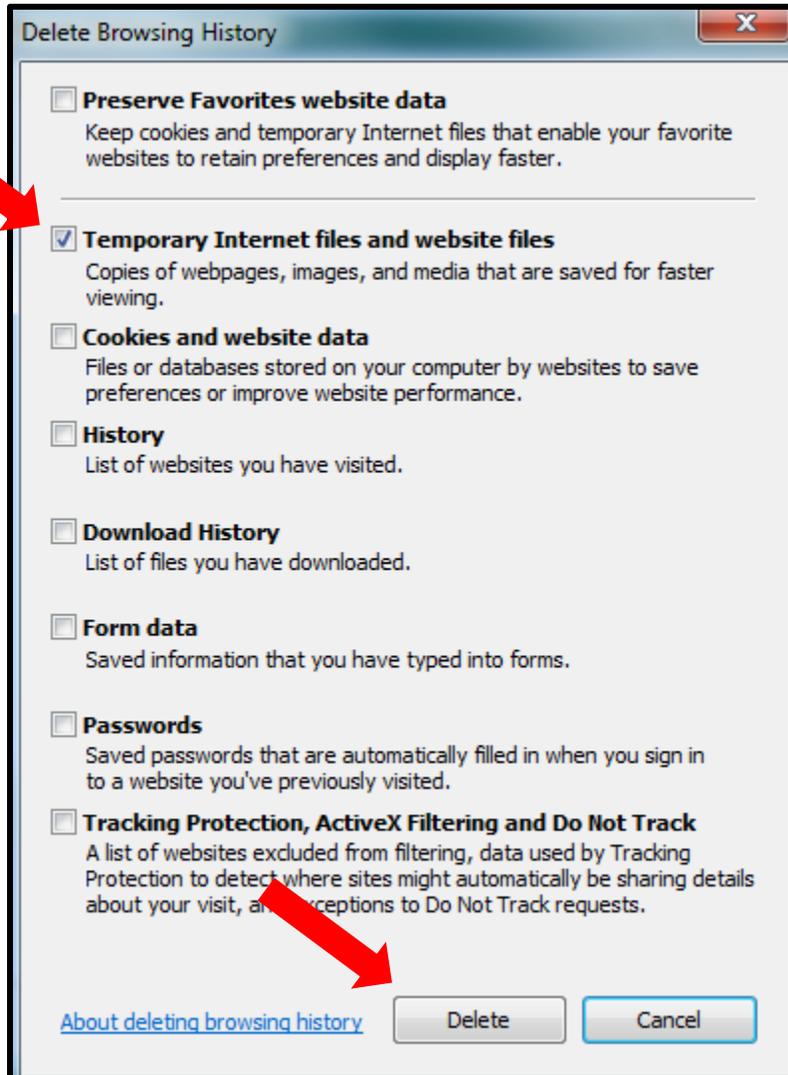
2. Select **Internet options**.



3. On the General tab, under Browsing history, click the **Delete...** button.

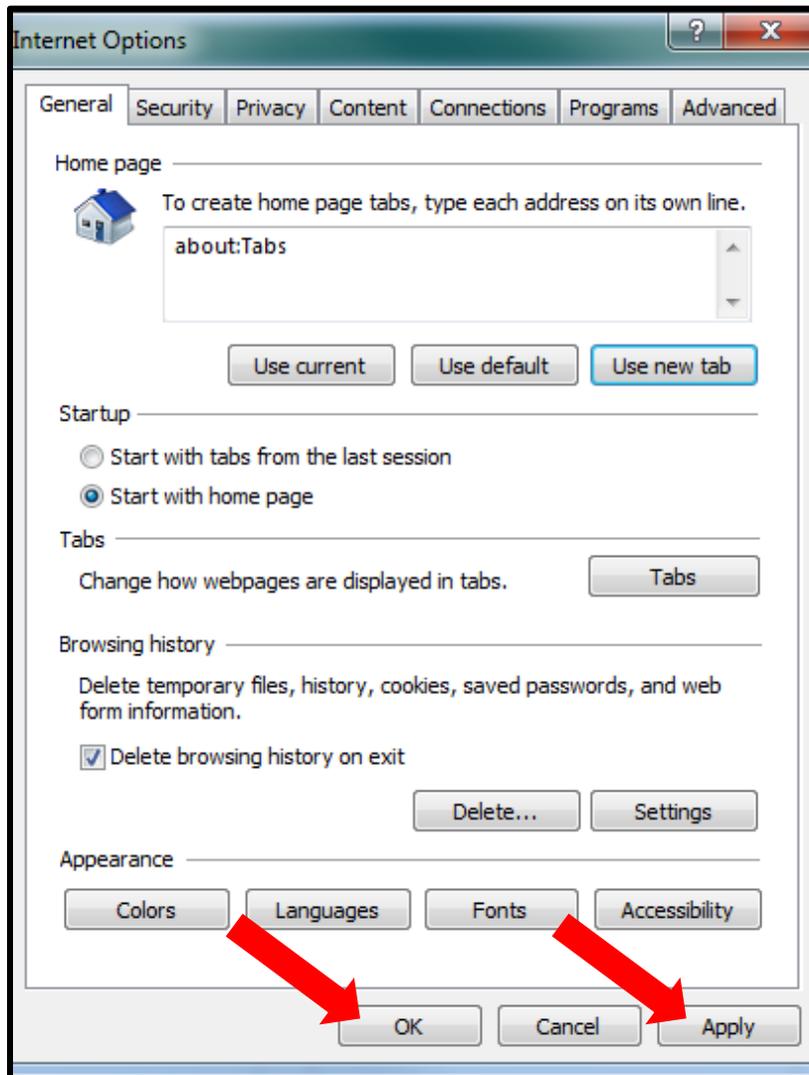


4. In the Delete Browsing History window, check the box beside **“Temporary Internet files and website files.”**
5. Click **Delete**.



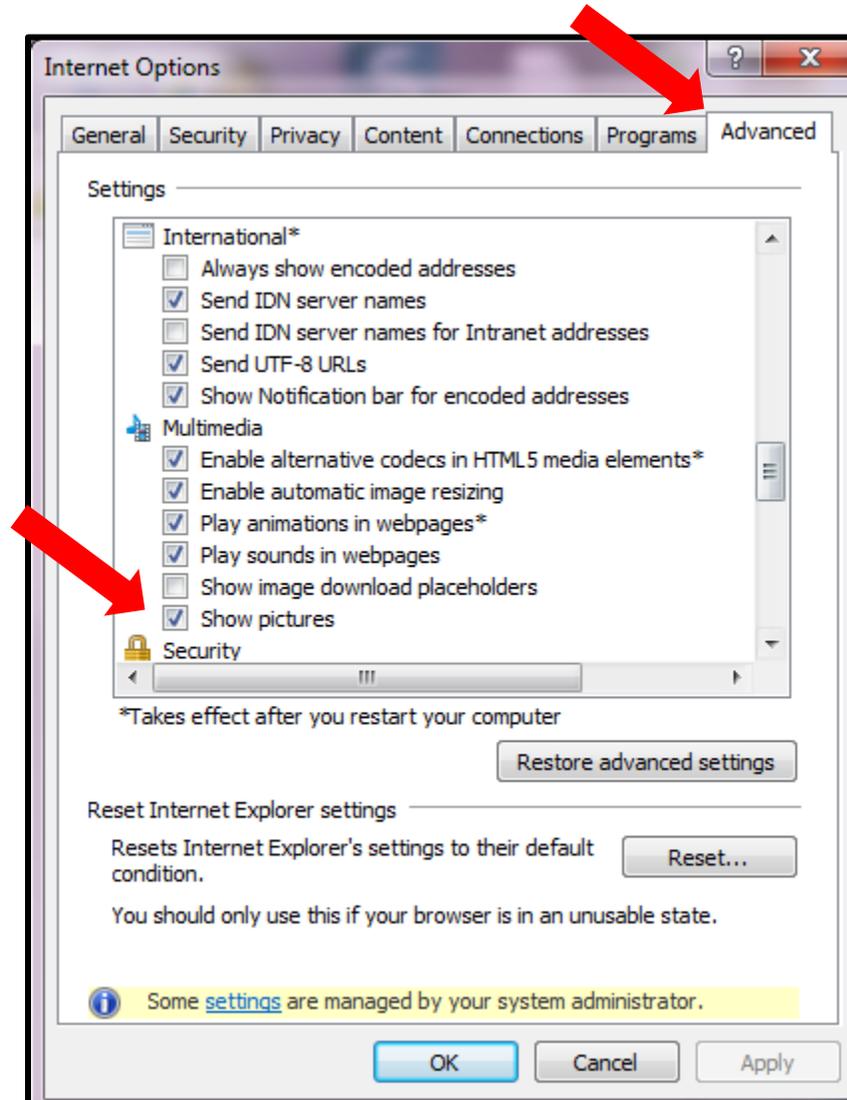
6. Click **Apply**.

7. Click **OK**.



If the above steps do not work, please check your browser's Multimedia Settings:

1. After selecting **Internet options** from the Tools menu, select the **Advanced** tab.
2. In the Multimedia section, check the box beside **"Show pictures."**



If the Organizational Structure Pane is still blank, ask your Information Technology (IT) Department to check the Flash settings on your computer.